LANSource™ Technical Information

Topic Number: WXP5007

Subject: Problems dialing out with HyperACESS (Hilgraeve) and WinCom PRO (Delrina)

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1.0 Situation

When using either HyperACCESS by Hilgraeve or WinCom PRO by Delrina, you see the error message:

Modem Not Responding

when attempting to dial out.

1.1 Description of problem

The problem is caused by the use of long initialization strings in these programs. These long strings cause timing problems with the modems connected to the WINport modem server and create the error condition.

1.2 Solution to problem

You must make the following modifications to the initialization string used:

1) Run the communications program
2)Click on the Settings icon (visible on the toolbar)
3) Click on Modem Setup
4) Click on Modem Definition
5) Your current initialization string should be visible. Make a copy of it first before modifying it
in case it is accidentally erased.
6) Split the current initialization string into smaller versions.

By changing the initialization string in this way, it will allow the modem to respond
quicker and initialize properly. As an example, if your initialization string looks like this:

AT&FE1V1Q0X4B0&B1&H1&R2&N0&A3S11=95

Split it up into three or four parts, as is allowed in the modem definition are of the program:

AT&F
ATE1V1Q0X4B0&B1
AT&H1&R2&N0&A3S11=55

*Note that each new line must be preceded by the character <u>AT</u>

Also take care not to split a command improperly - check your modem manual for examples.